



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 203

Dated, the 18/03/2025

Corum:

Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/162/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Kumar Gadtia, At-Gerdi, Po-G.S.Dunguripali, Via-Chudapali, Dist-Bolangir		911001024122	6370713170																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	10.03.2025																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>				1. Agreement/Termination	2. Billing Disputes	✓	3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load		5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer		7. Interruptions	8. Metering		9. New Connection	10. Quality of Supply & GSOP		11. Security Deposit / Interest	12. Shifting of Service Connection & equipments		13. Transfer of Consumer Ownership	14. Voltage Fluctuations		15. Others (Specify) –		
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157	2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause	3. OERC Conduct of Business) Regulations,2004; Clause	4. Odisha Grid Code (OGC) Regulation,2006; Clause	5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause	6. Others																		
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8	Date(s) of Hearing	10.03.2025																											
9	Date of Order	18.03.2025																											
10	Order in favour of	Complainant	✓	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Kushmel



Appeared:

For the Complainant - Sri Kumar Gadtia
For the Respondent - Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/162/2025

Sri Kumar Gadtia,
At-Gerdi, Po-G.S.Dunguripali,
Via-Cudapali, Dist-Bolangir
Con. No. 911001024122

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER
(Dt.18.03.2025)

HISTORY OF THE CASE

The Complainant is a Irrigation pumping & Agriculture. consumer availing a CD of 2.5 KW_ availing power supply since Aug-2021 but billing was done since **14/01/2014**. He has disputed bill generation date and submitted proof by submitting his representation to the then ESO Chhatamakhna and remark of ESO on the body of his representation regarding non availing of power supply till Dt.10.08 2021 which was further ascertained by a letter from EE, OLIC. Furthermore, he has submitted photocopy of agreement for power supply which was executed on Dt.01.09.2021. His grievances for revision of bill in GRF camp at Kushmel under ESO- Chhatamakhna was heard at spot. The complainant needs suitable bill revision by withdrawal of billing amount

PROCEEDING OF HEARING DT:10.03.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chhatamakhna Section of Sub-division No-II, Bolangir. The consumer represented that he was been served bills from Dt.14.01.2014 although he has availed power supply after execution of agreement in Sept-2021. He has produced supportive documents like agreement copy executed with Licensee, Letter of from EE, OLIC, Bolangir and verification remarks from then ESO, Chhatamakhna. The Consumer further informed that he is billed on Avg basis as the present meter status is defective and requested to advise OP for early replacement of meter. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

PREVIOUS COMPLAINS IF ANY :

1. Letter dated 12.04.2024 addressed to Licensee.
2. Letter dated 10.08.2021 addressed to ESO-Chatamakhna.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP participated in GRF Camp with relevant documents and intimated that the consumer is a LI Pt. consumer availing power supply since Aug-2021. The billing dispute raised by the complainant regarding bill generation prior to actual power supply date is genuine. As the above-stated period bill has not been revised, bill revision is needed by way of withdrawal of bills from 14th Jan. 2014 to July-2021. Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a Irrigation consumer with a CD of 2.5 KW. The consumer has availed power supply since Aug-2021 but billed from Dt.14.01.2014. As complained by the complainant and submission of OP, it is observed by the Forum that,

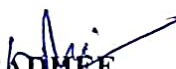
1. Meter is to be replaced immediately as the consumer is billed on Avg. basis.
2. Matter was discussed in details with both parties and OP agreed to revise bill by withdrawing billed amount upto July-2021 and complainant agreed to pay.
3. Bills are to be revised by way of withdrawal of bills from Dt.14.01.2021 to July-2021 to redress the consumer grievances.

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

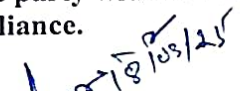
1. The energy bills raised to the consumer from 14th Jan. 2014 to Jul-2021 must be withdrawn as there was no power supply to the consumer premises.
2. A new tested meter is to be installed immediately as the consumer is billed on Avg Basis
3. DPS is to be levied as per OERC Regulation.
4. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.


K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Kumar Gadtia, At-Gerdi, Po-G.S.Dunguripali, Via-Chudapali, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"If the Complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."